

# HOUSING BENEFIT AND COUNCIL TAX BENEFIT

## CHANGES AND CORRECTIONS

We think that the most important thing about our benefit service is to pay you the right amount of benefit on time. This leaflet sets out what you **must** do to make sure you **are getting** and **keep getting** the right amount of benefit.

Firstly, check the details in the benefit notification letters we send you. **In particular, please make sure they show the right amount for your savings and that all your income is included.** This is a chance for you to check that we have used the right information to work out your benefit. You must tell us if the information is NOT correct. This is to avoid you having to pay more money back later OR it could mean more money to you now!

Secondly, **tell us straight away about any relevant changes** that could affect your benefits. This is to avoid us paying you too much - because if we did, you would have to pay it back. Basically, relevant changes include any change to the information last given by you on your benefit forms or any change that would make you fill in those forms differently now.

We need to know about changes affecting you, your partner (if you have one) and anyone else who lives with you. These are **some** of the changes we should be told about:

- anyone who **starts** or **stops** receiving **Pension Credit, Income Support, Job Seeker's Allowance, Working Tax Credit, Child Tax Credit** or any other social security benefit
- any changes in **benefits** (this includes changes from one rate of benefit to another, such as Short-term Incapacity Benefit to Long-term Incapacity Benefit or Incapacity Benefit to Employment and Support Allowance (ESA))
- any change in **earnings**
- any change in **savings**
- anyone who starts to receive a **pension** or **superannuation** or if these **increase**
- anyone who goes into **hospital** for more than **fifty-two weeks**
- a change of **address**
- a child who **leaves school**
- anyone who **moves into your home**, other than for a holiday
- anyone who **no longer lives in your home**.

**Don't forget to tell us about changes in the income of any other adult living with you**, for example an adult son, daughter, relative or friend. We call these people non-dependants. We have a leaflet to help you understand who non-dependants are and how they affect your benefit. Please ask us for the leaflet about **non-dependants and how they can affect your benefit** if you would like to know more about this.

Please tell the **Council** about any changes or corrections - even if you have already told staff working in other offices such as the Pension Service, Jobcentre Plus, or HM Revenue & Customs. Please make it clear that the information is for benefit purposes. Remember, even if you are on a low income, you will have to **pay back** any money incorrectly paid. Forgetfulness and innocent oversights are no excuse. You will be breaking the law if you don't tell us about changes and corrections. We could treat this as fraud and that could lead to you being prosecuted. **Please fill in the form on the back if you have any relevant changes or corrections to tell us about.**

### Can you afford the luxuries in life you want? **Benefit fraudsters can!**

Please ring or write to our Benefit Fraud section if you suspect anyone is committing benefit fraud. All information is treated in confidence and you do not have to tell us your name. Give us as much information as you can and we will do the rest. You can write to us at the address shown on the back or you can call our freephone 24 hour Benefit Fraud Hotline number:

 **0800 0851 737**

**1. FIRSTLY, please complete ALL the white boxes if you have any changes or corrections to tell us about.**

Mr / Mrs / Miss / Ms	Last Name
First Name	Telephone Number
Current Address	If you were previously claiming at a different address, please tell us that address here.
Your claim number	

**2. Please indicate what type of property you live in (tick one box only)**

I own the property <input type="checkbox"/>	Council property <input type="checkbox"/>	Housing Association property <input type="checkbox"/>	Privately rented property (including board & lodgings) <input type="checkbox"/>
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**3. Please tell us here about all the changes or corrections that might affect how much benefit you get paid.**

Please list all relevant changes and include the dates.  
Please enclose proof such as wage slips, bank statements and benefit award letters if your income has changed.

(continue on and attach a separate sheet if necessary)

**4. FINALLY, please read the last white box and sign it.**

I confirm that to the best of my knowledge the information I have given on this form is true and complete and I give the Council permission to check the information if they wish to do so.

I will tell the Council in writing straight away if I have any further relevant changes or corrections to report and make it clear that the information is for benefit purposes.

Your signature

Your partner's signature

Date

**How to contact us**

**Please return this form or write to us at**

South Holland District Council  
Customer Services  
PO Box 8, Priory Road  
Spalding, Lincs. PE11 2XQ

**Ring us** on 01775 761161 and tell the operator that you have a benefit enquiry so they can put you through to the right person.

**Fax us** on 01775 711253

**E-mail us** using [info@sholland.gov.uk](mailto:info@sholland.gov.uk)

**Visit us** at [www.sholland.gov.uk](http://www.sholland.gov.uk)

**Call in and see Customer Services** at the council offices in Priory Road, Spalding - any weekday from 8.30am to 5.15pm, except on Fridays when we close at 4.45pm.